



Code of Conduct

(Minimum Standards)

GENERAL

AS A MEMBER OF MOVE ASSURED YOU AGREE TO

- Project a professional image at all times
- Ensure that your web site/ advertising is a true representation of the services you are able to offer.
- Maintain your web site/ advertising to a professional standard.
- Have an acceptable level of positive feedbacks/reviews.
- Deal promptly and professionally with any customer disputes/ issues/ insurance claims.
- Supply the correct size vehicle/s for each move. If it is a ' sold ' property as apposed to ' rented ' then the move should be organised so that the property is vacated by the proposed key exchange time.
- Maintain all vehicles to an acceptable roadworthy condition.
- Ensure all vehicles are correctly Taxed and Insured with a current MOT certificate.
- Have unbroken cover of Goods in Transit and Public/ Employee liability insurance.
- Check that all drivers are licensed and insured for the vehicle that they are driving.
- Comply with (if applicable) any 'O' Licence requirements including Drivers Hours and Working Time Directive
- Ensure that no vehicle is operated overweight at any time.
- Ensure that no actions by yourself or your employees bring any form of disrepute to either your company or to Move Assured.

QUOTING

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- Provide your customer/ potential customer with a clear and concise quotation by either written form or e- mail.
- Ensure that your pricing reflects the level of professionalism offered.
- It is not acceptable to offer unrealistically low prices that will not show a profit level required to maintain future growth and/or standards for your company and the Removals Industry in general.
- Have your companys' T's & C's available to your customer.
- Ensure that all services offered are made clear to your customer and are fulfilled as agreed.
- Maintain good communications with your customer at all times.

THE MOVE

AS A MEMBER OF MOVE ASSURED YOU AGREE TO

- Arrive at the agreed time and phone in advance if you are going to be delayed.
- Provide polite, smart, clean and uniformed staff.
- Have a clean and tidy van/ lorry with adequate blankets, protection etc for the level of the move booked.